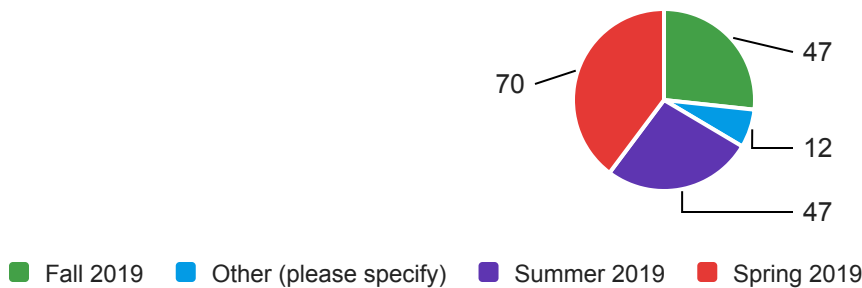


2019 Graduate Student Survey Report

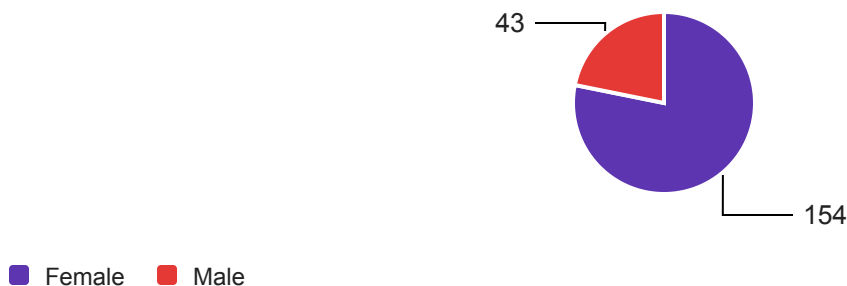
1

The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the Graduate Student Survey in spring 2019. The purpose of the survey was to identify the satisfaction of the fall 2018, T1, T2 and T3 graduate students, recognize student development as a result of their Troy University education, and identify areas that need to be improved. Data collected in this survey are used to help the University strengthen its graduate degree programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals. The survey was administered through the online survey program Qualtrics via email to a group of 761 students. The target population was students who were classified as graduate students during fall 2018, T1, T2 and T3. After two follow up emails on April 18, 2019 and May 6, 2019, a total of 200 responses were received, representing a 26% response rate.

Semester of Intended Graduation:



Gender:



2019 Graduate Student Survey Report

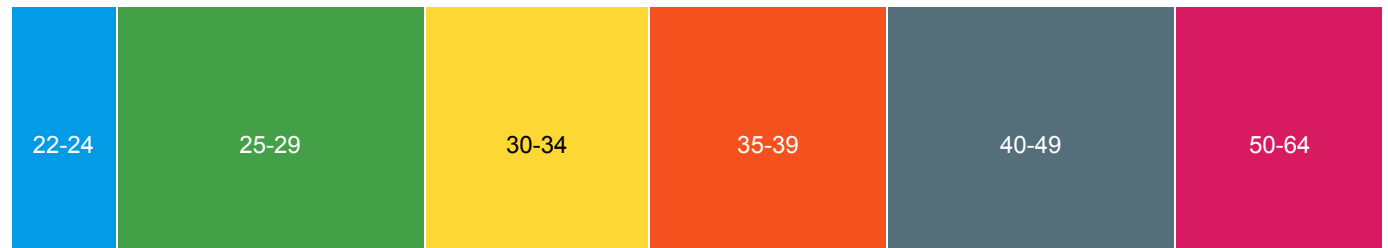
2

Ethnicity:



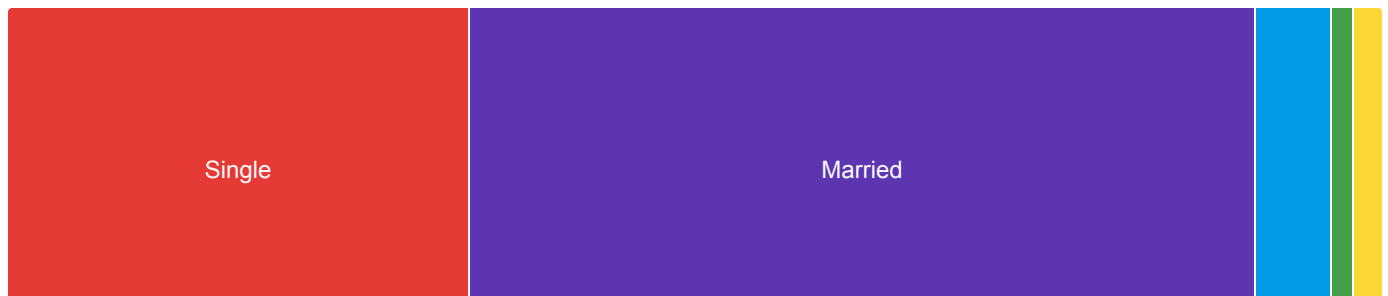
■ African American [41%, 80] ■ American Indian/Alaska Native [1%, 1] ■ Asian [3%, 6] ■ Caucasian [50%, 97]
■ Hawaiian or Other Pacific Islander [0%, 0] ■ Hispanic [2%, 4] ■ Multi-Racial [3%, 5]
■ Race/Ethnicity Unknown [1%, 2]

Age:



■ 18-19 [0%, 0] ■ 20-21 [0%, 0] ■ 22-24 [8%, 15] ■ 25-29 [22%, 44] ■ 30-34 [16%, 32] ■ 35-39 [17%, 34]
■ 40-49 [21%, 41] ■ 50-64 [15%, 30] ■ 65 or over [0%, 0]

Marital status:

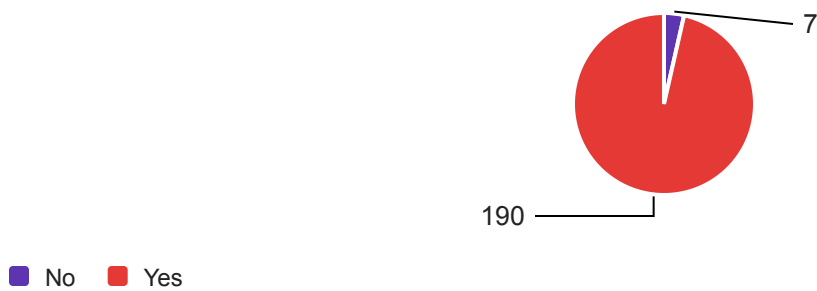


■ Single [34%, 66] ■ Married [57%, 112] ■ Divorced [6%, 11] ■ Widowed [2%, 3] ■ Other [2%, 4]

2019 Graduate Student Survey Report

3

Are you a US citizen?



You indicated that you are a US citizen, which state is your permanent home state in the United States?

Field	Choice Count
Alabama	94
Arizona	2
Arkansas	0
California	2
Colorado	1
Connecticut	1
Delaware	0
District of Columbia	1
Florida	36
Georgia	31
Idaho	0
Illinois	1
Indiana	1
Iowa	0
Kansas	1

2019 Graduate Student Survey Report

4

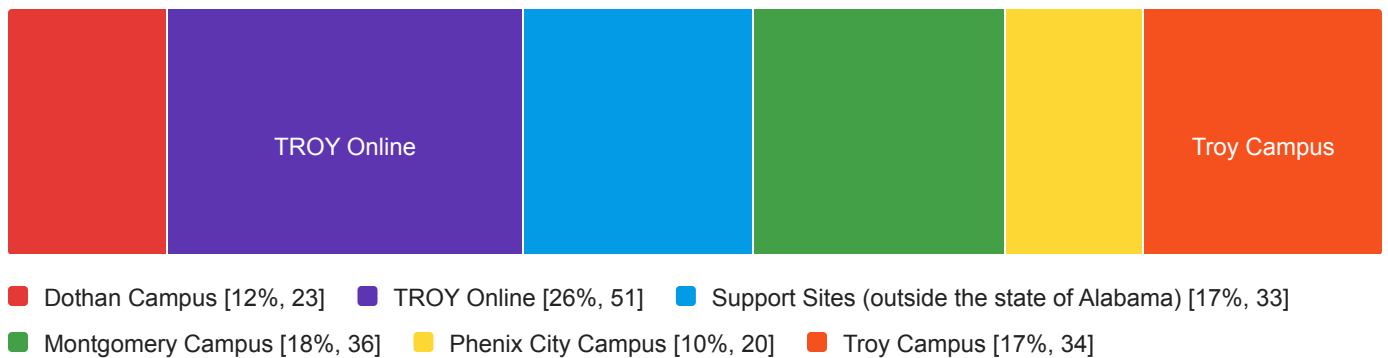
Kentucky	0
Louisiana	1
Maine	0
Maryland	4
Massachusetts	0
Michigan	1
Minnesota	0
Mississippi	0
Missouri	0
Montana	0
Nebraska	0
Nevada	0
New Hampshire	0
New Jersey	0
New Mexico	0
New York	0
North Carolina	2
North Dakota	0
Ohio	1
Oklahoma	0
Oregon	0
Pennsylvania	0
Rhode Island	0
South Carolina	1

2019 Graduate Student Survey Report

5

South Dakota	0
Tennessee	2
Texas	2
Utah	0
Vermont	0
Virginia	3
Washington	0
West Virginia	0
Wisconsin	0
Wyoming	0
Puerto Rico	0
Alaska	0
Hawaii	0
I do not reside in the United States	0

From which Troy University campus will you graduate?



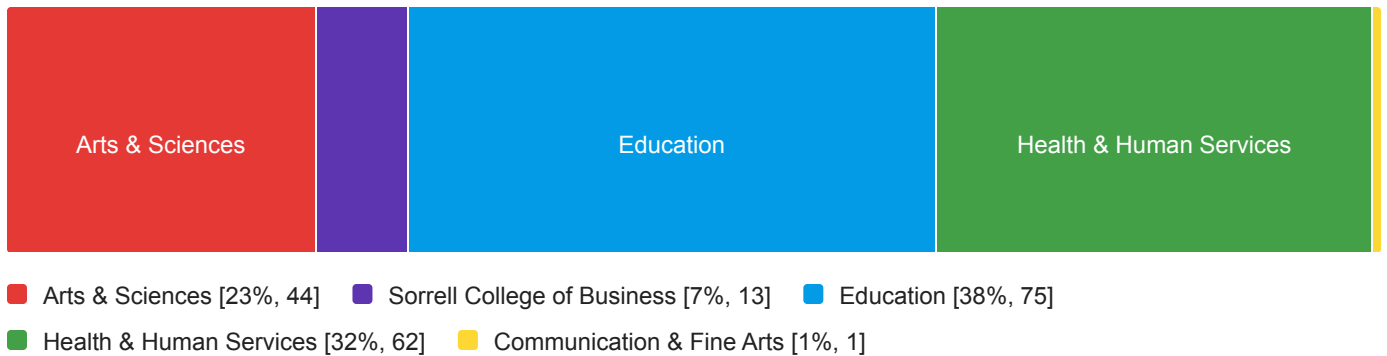
2019 Graduate Student Survey Report

6

What degree program are you currently completing at Troy University?



From which college will you be graduating?



What is your degree program in the College of Arts and Sciences?

Field	Choice Count
Computer Science	1
Criminal Justice	1
Environmental and Biological Science	2
International Relations	13
Public Administration	11
Other (not listed)	16

What is your degree program in the Sorrell College of Business?

Field	Choice Count
-------	--------------

2019 Graduate Student Survey Report

7

Accounting	0
Economics	0
Finance	0
Marketing	0
Management	2
Human Resource Management	4
Hospitality and Tourism Management	0
Information System	0
International Economic Development	0
General Business	0
International Business	0
Small Business and Entrepreneurship	0
Risk Management and Insurance	0
Technology and Resource Management	0
Production & Operation Management	0
Master of Business Administration (MBA)	2
Executive Master of Business Administration	0
Master of Science in Management (MSM)	4
Master of Science in Human Resource Management (MSHRM)	1
Master of Taxation (MTax)	0
Other (not listed)	0

What is your degree program in the College of Communication and Fine Arts?



What is your degree program in the College of Education?

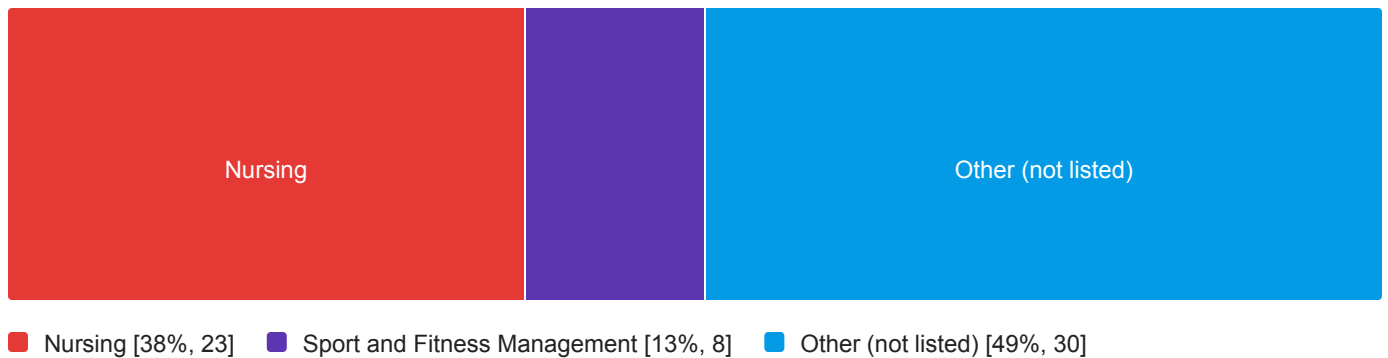
Field	Choice Count
Early Childhood Education	0
Elementary Education	3
Secondary Education	3
Post-Secondary Education	0
Interdisciplinary Education	0
Gifted Education	3
Reading Specialist Education	0
Collaborative Teacher K – 6	0
Collaborative Teacher 6 – 12	0
Adult Education	4
Educational Administration	0
Education Administration and Leadership	1
School Counseling	5
School Psychometry	0
Rehabilitation Counseling	6
Social Services Counseling	3

2019 Graduate Student Survey Report

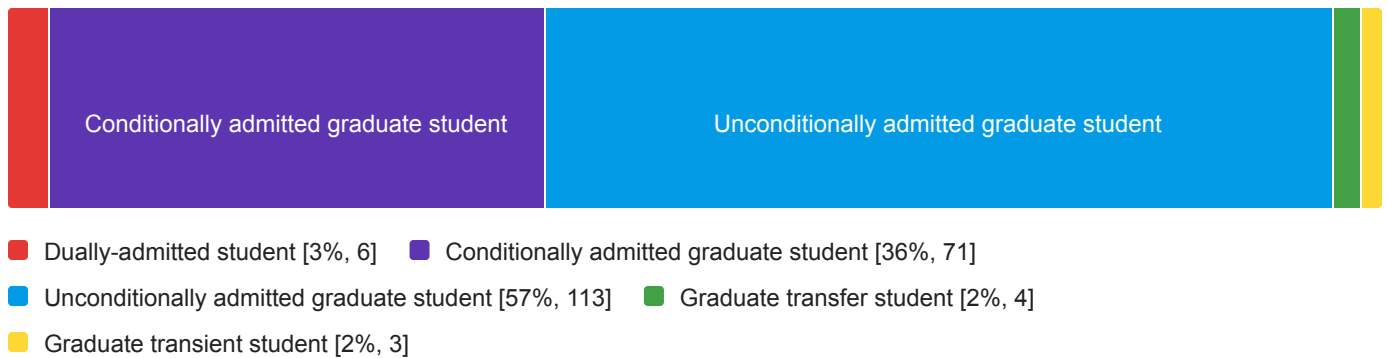
9

Substance Abuse Counseling	3
Clinical Mental Counseling	39
Community Counseling	0
Correction Counseling	0
Student Services Counseling	0
Psychology	2
Other (not listed)	3

What is your degree program in the College of Health and Human Services?



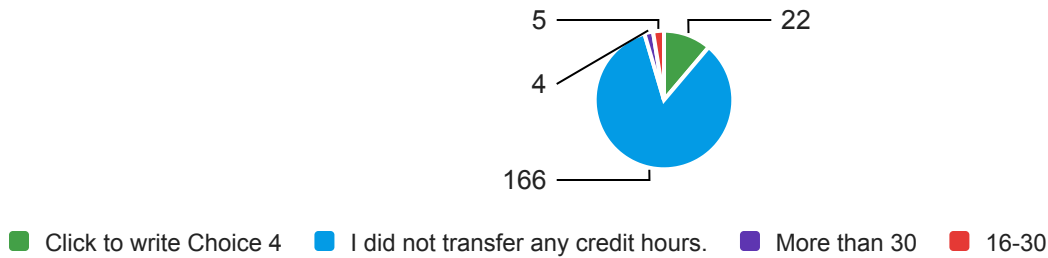
When you first started at Troy University, you were a:



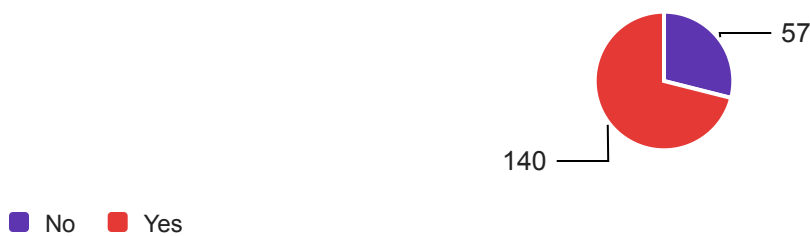
2019 Graduate Student Survey Report

10

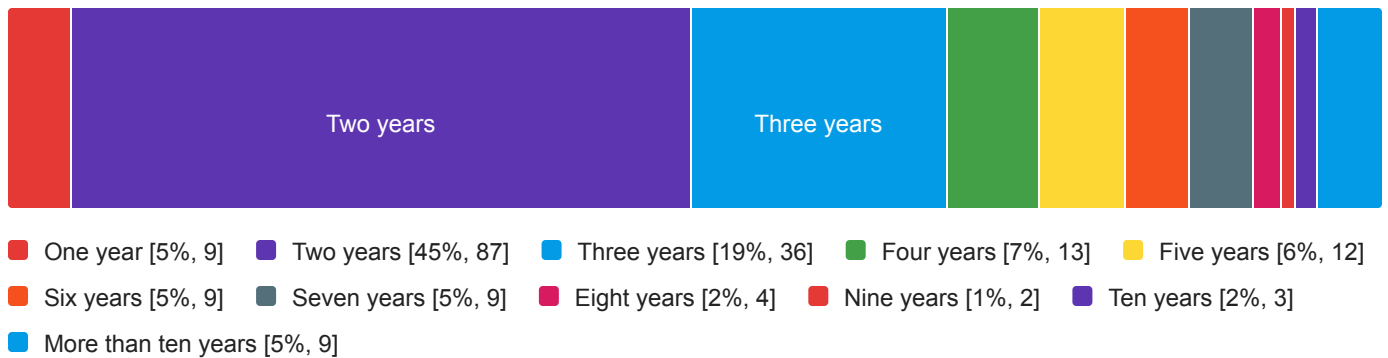
How many credit hours did you transfer to Troy University from another college or university?



Have you taken any courses online or in any other Distance Learning format at Troy University?



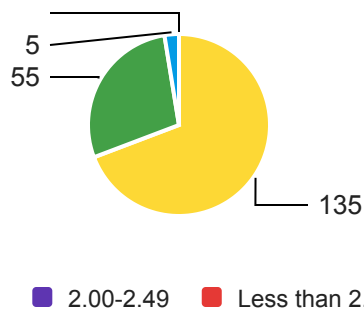
How long have you attended Troy University?



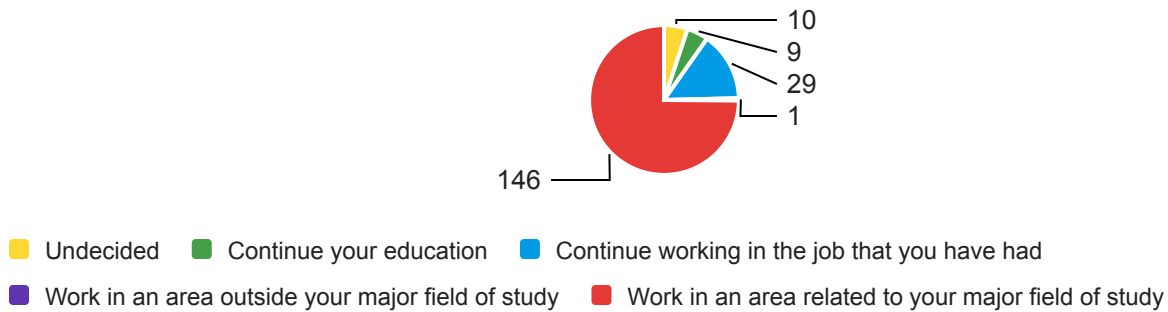
2019 Graduate Student Survey Report

11

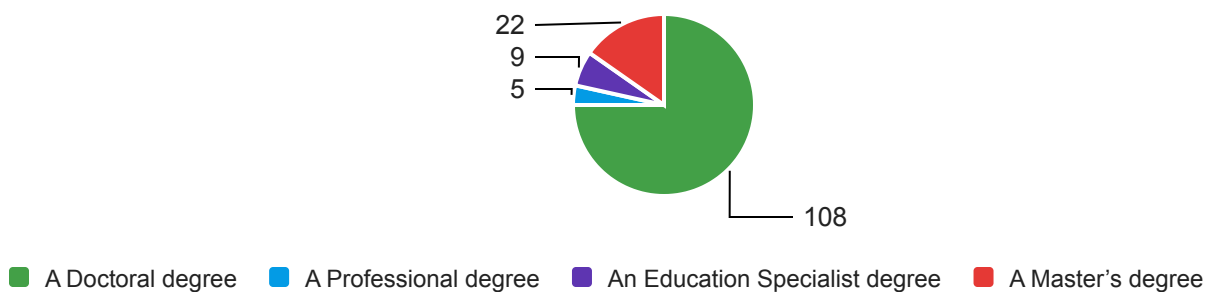
What is your overall GPA?



What do you plan to do after you graduate?



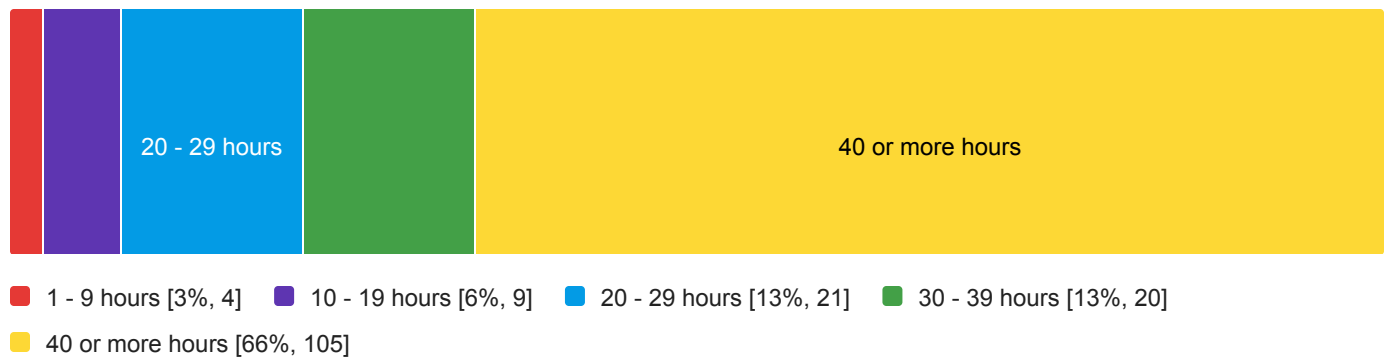
If you plan to continue your education, what is your ultimate goal?



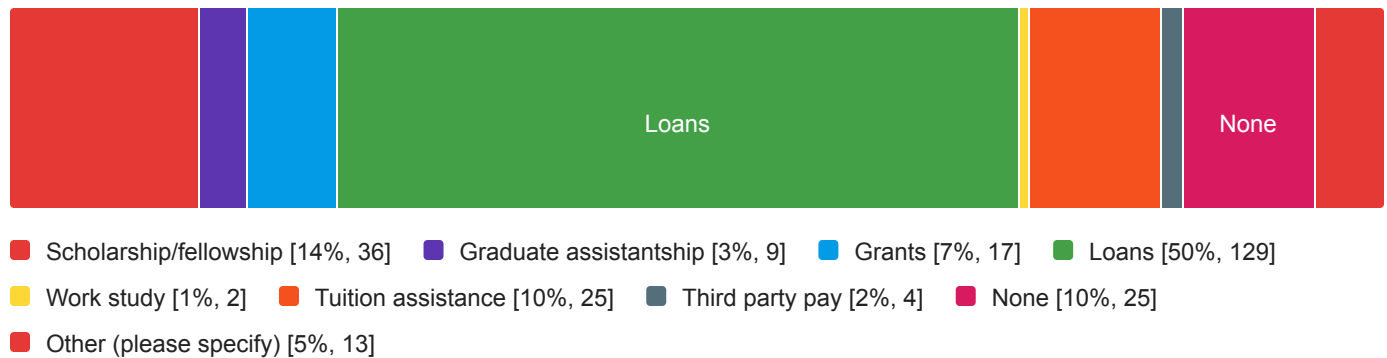
Are/were you employed while attending Troy University?



You answered "Yes" to Question 19, how many hours do/did you usually work per week?



What financial aid have you received at Troy University?



Q29_9_TEXT - Other (please specify) - Text

Other (please specify) - Text

Va

Vocational rehab (military)

GI bill and VA vocational rehab

Out of pocket

9-11 GI Bill

VA

VA GI bill

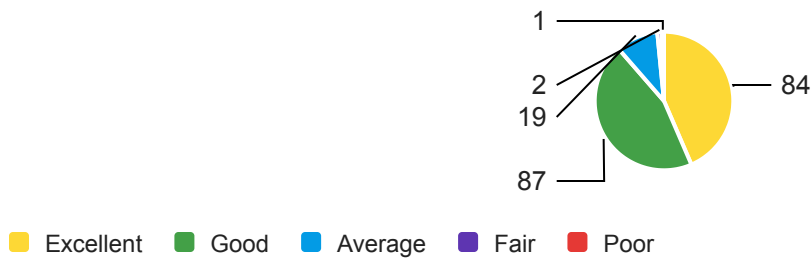
Chapter 31 Voc Rehab

I paid

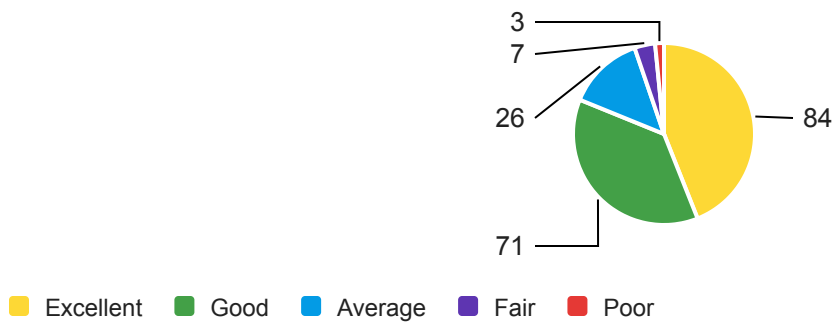
Post 9/11 GI Bill

Post 9/11 GI Bill

In regard to your education at Troy University, please rate your development in the following areas- Writing skills



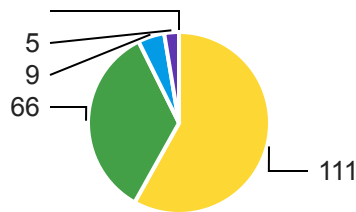
Speaking/presentation skills



2019 Graduate Student Survey Report

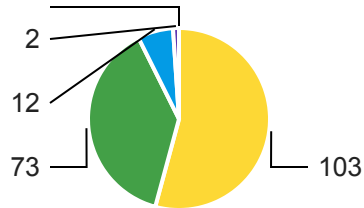
14

Reading skills



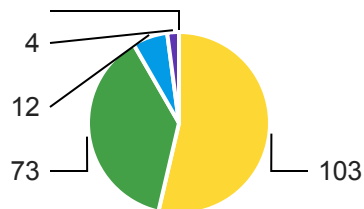
Excellent Good Average Fair Poor

Critical thinking skills



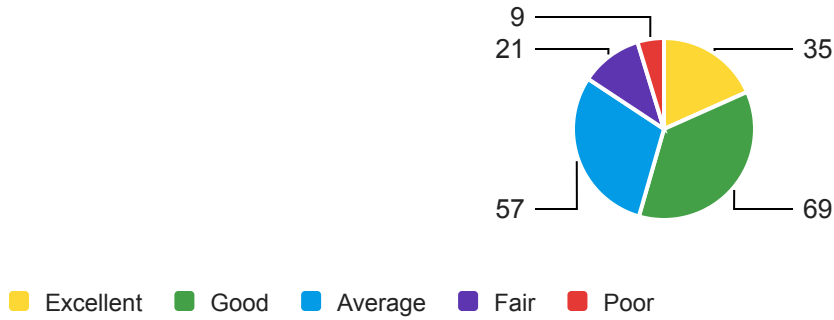
Excellent Good Average Fair Poor

Problem solving skills

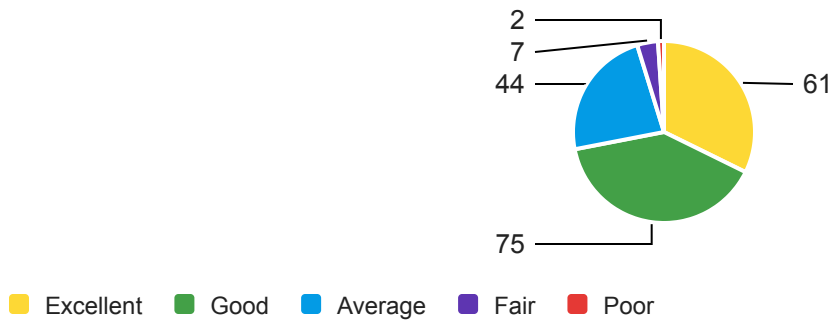


Excellent Good Average Fair Poor

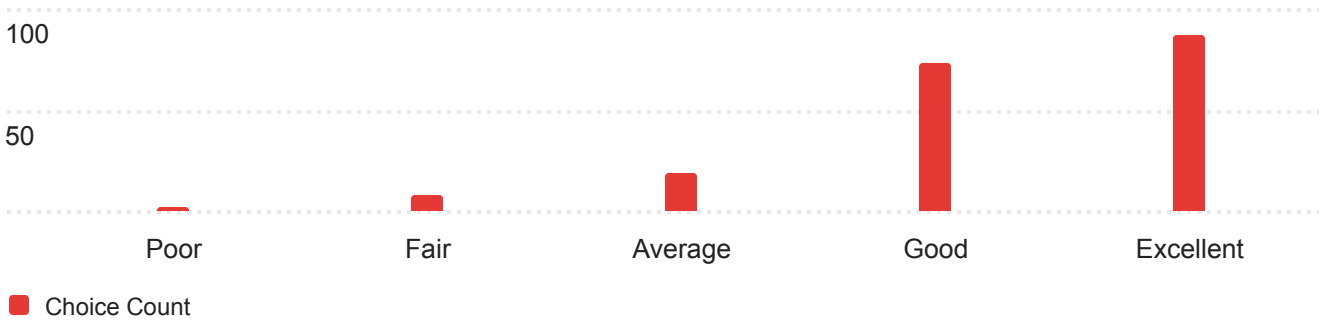
Mathematical skills



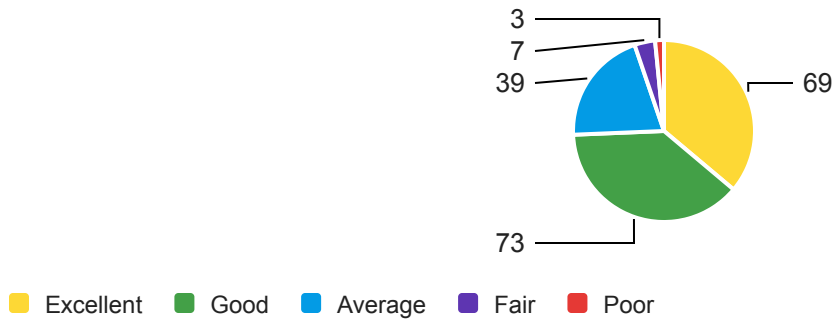
Computer technologies



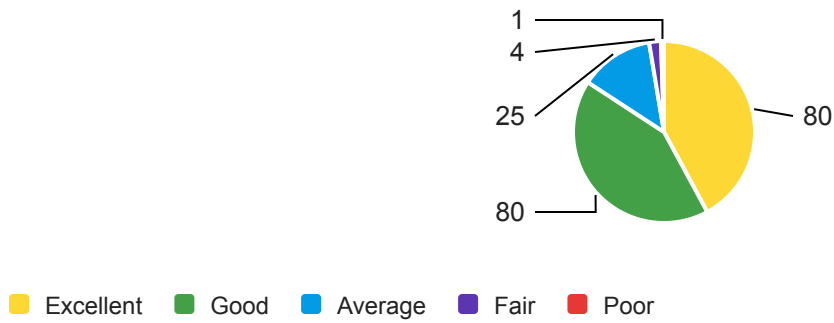
Research skills



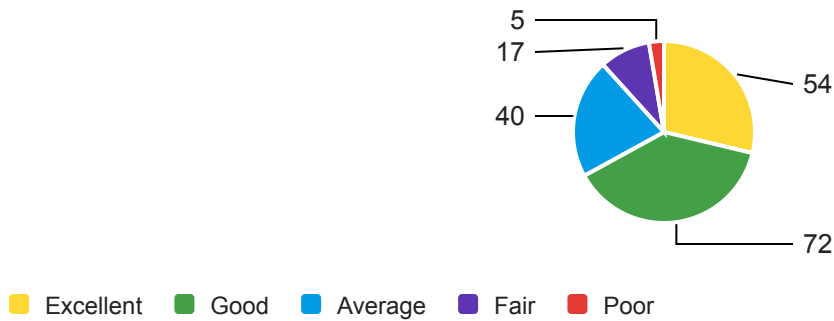
Scientific principles and methods



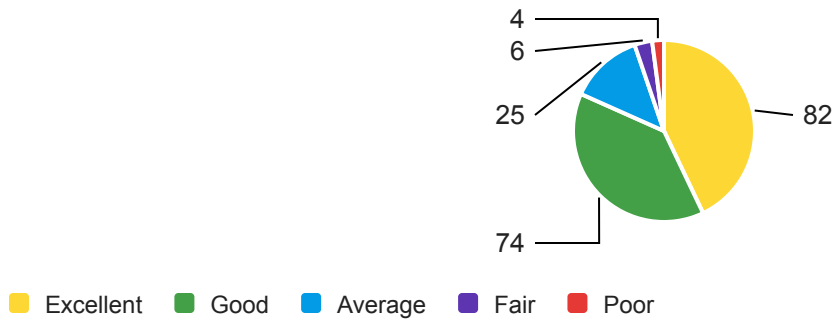
Understanding different philosophies and cultures



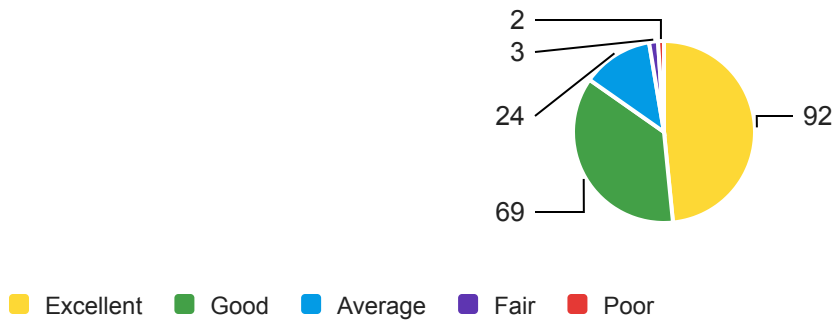
Appreciation of the arts



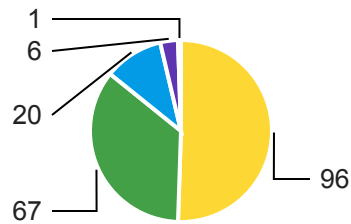
Leadership skills



Management and organizational skills

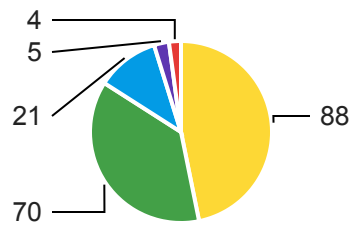


Time management



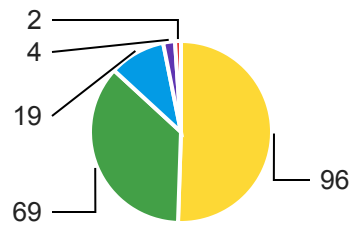
Excellent Good Average Fair Poor

Working cooperatively in groups



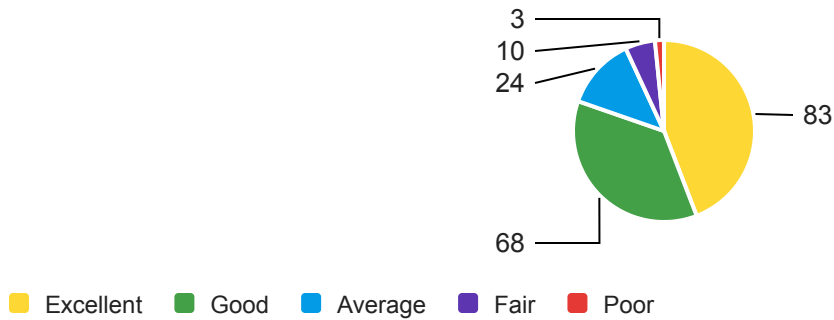
Excellent Good Average Fair Poor

Planning and carrying out projects

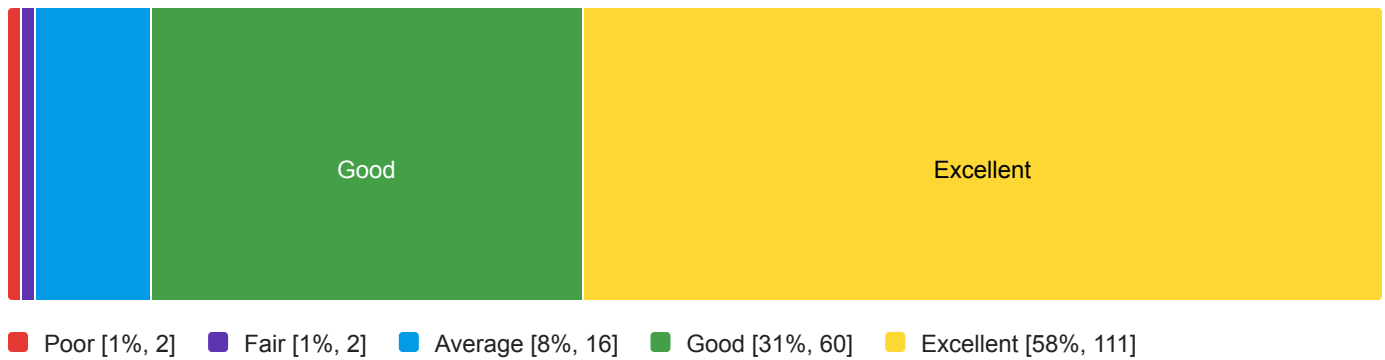


Excellent Good Average Fair Poor

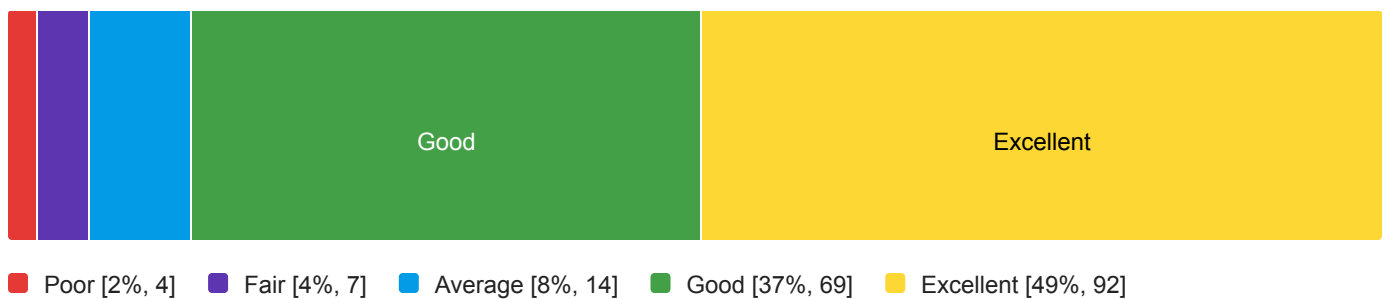
Citizenship skills



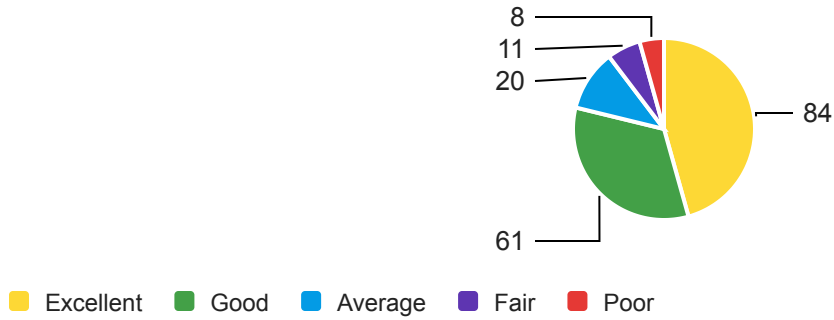
Strategies for applying skills in my field



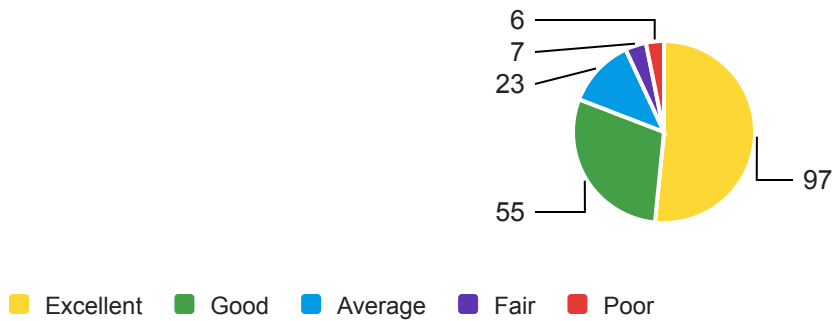
Please rate the following areas related to the education and academic support at Troy University- Overall quality of your academic program



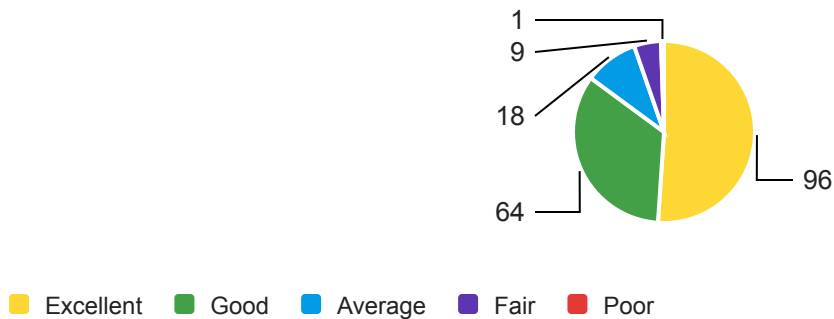
Academic advising



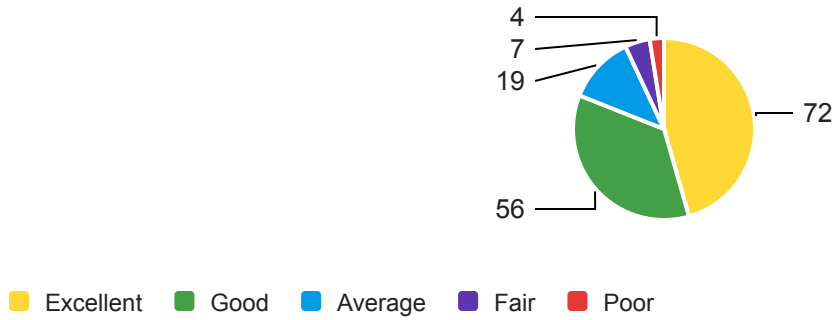
Faculty accessibility



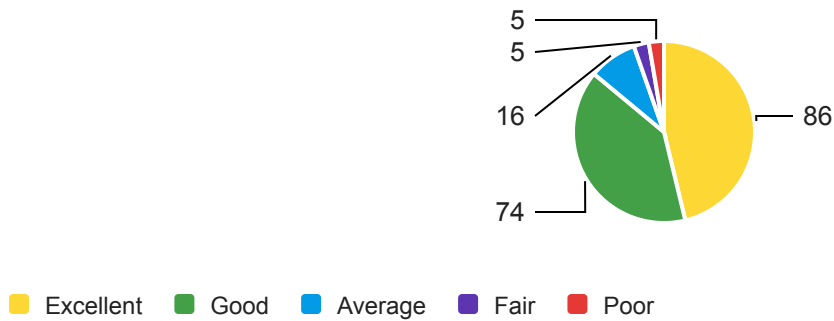
Instruction in major courses



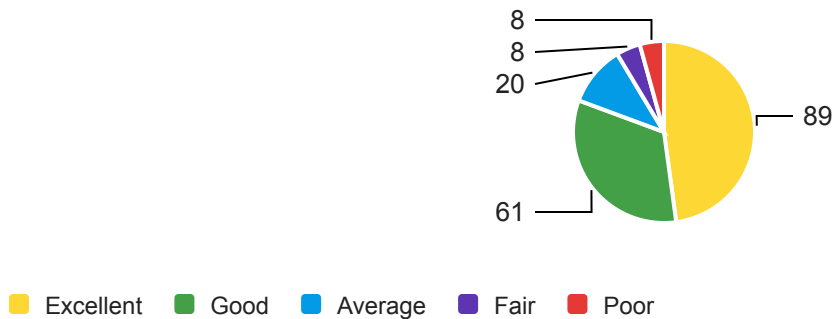
Instruction in general education courses



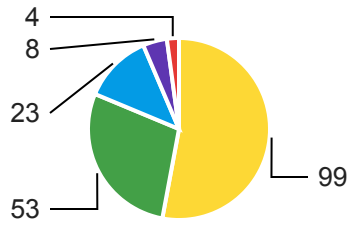
Faculty's use of technologies to enhance teaching



Course availability in your major

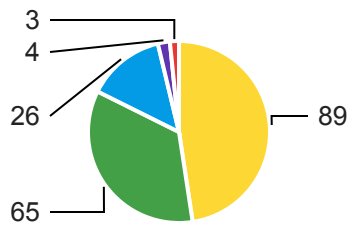


Communication between faculty and students



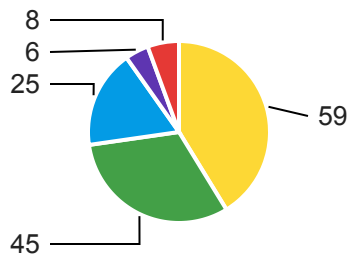
Excellent Good Average Fair Poor

Registration procedures



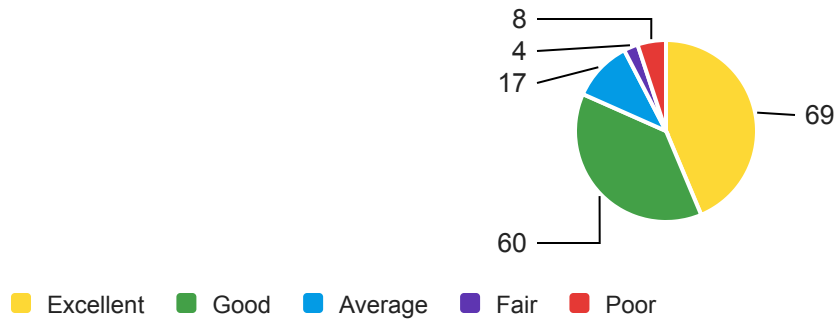
Excellent Good Average Fair Poor

New Student Orientation program

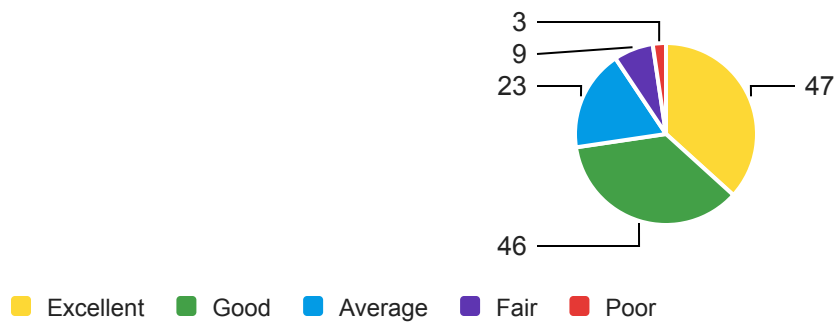


Excellent Good Average Fair Poor

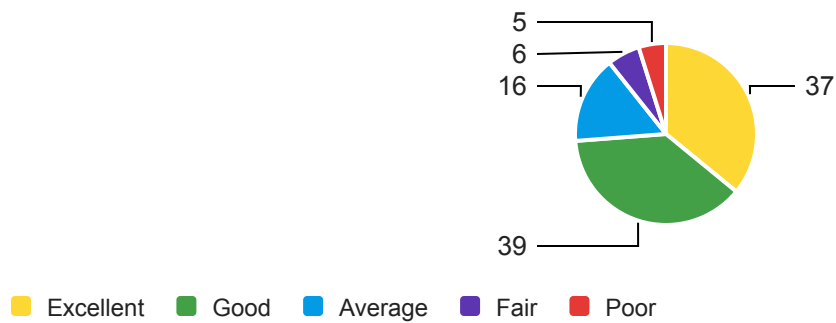
Library



Computer labs



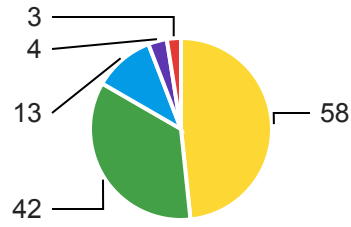
Laboratory/instructional equipment



2019 Graduate Student Survey Report

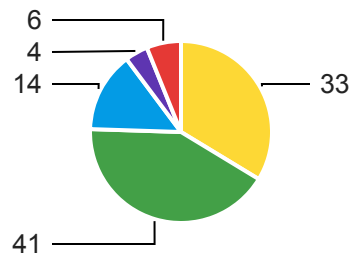
24

Testing Center



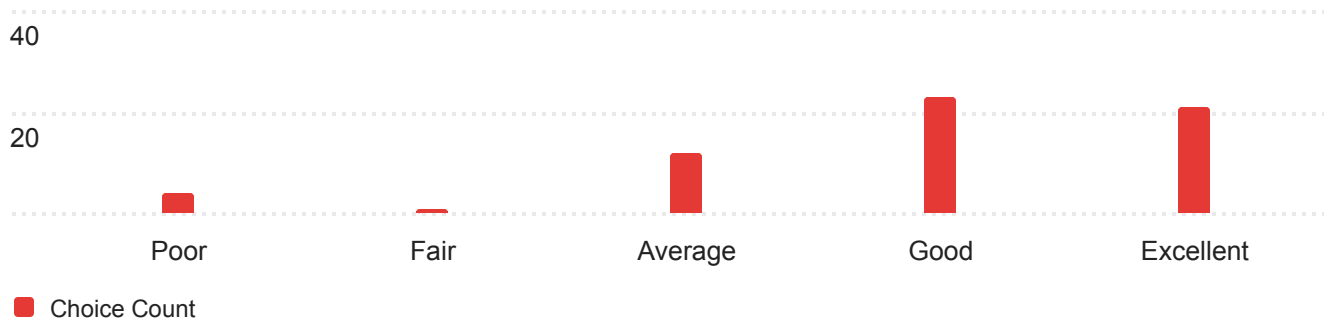
Excellent Good Average Fair Poor

Writing Center

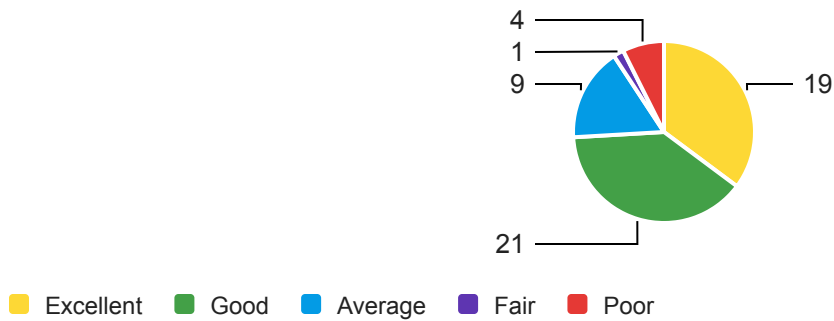


Excellent Good Average Fair Poor

Natural Science Center

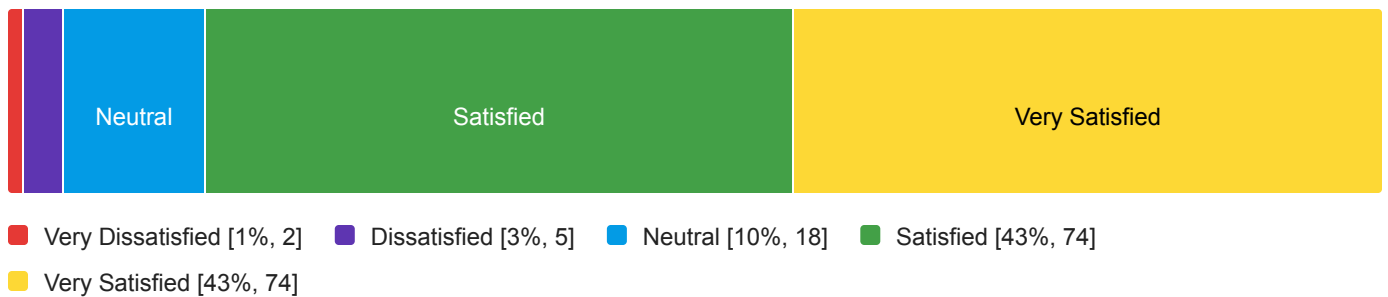


Center for International Programs

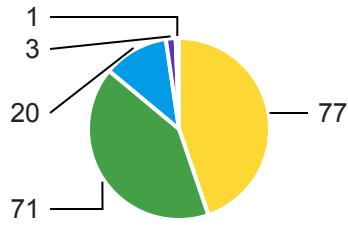


Please rate your satisfaction with the following offices and services at Troy University -

Admissions Office

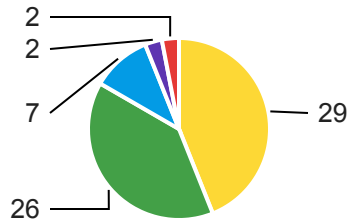


Registrar/Records Office



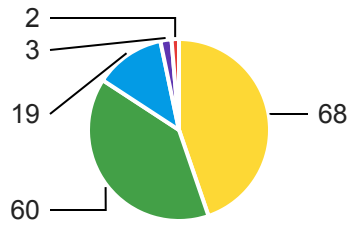
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Veteran Services



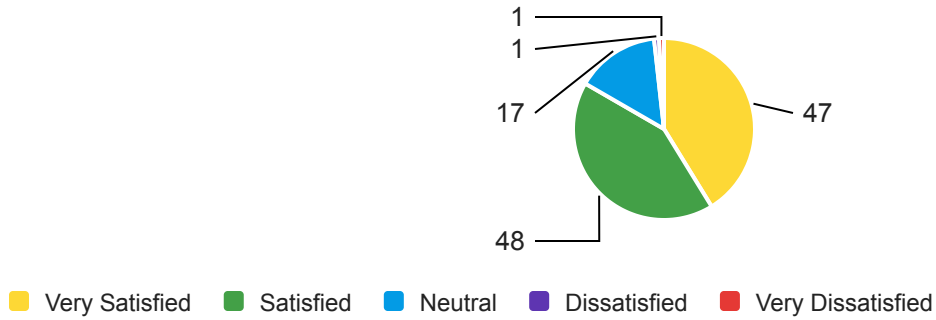
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Financial Aid Services

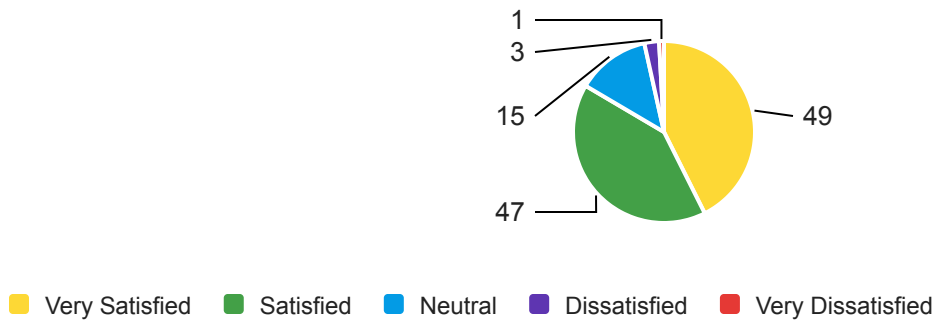


Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

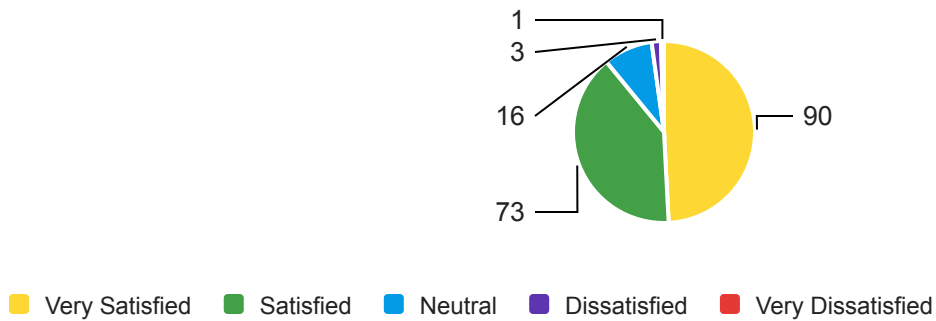
Business Office



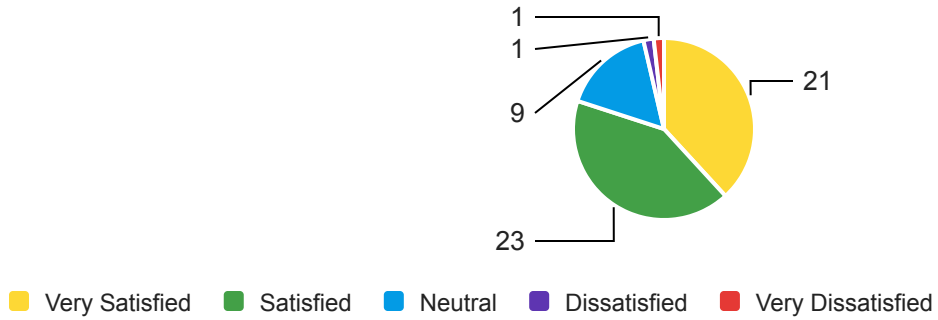
Information Technology (IT) Services



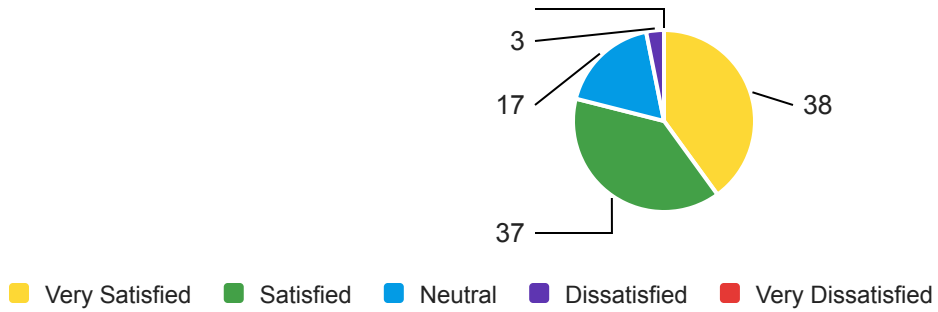
Trojan Web Express



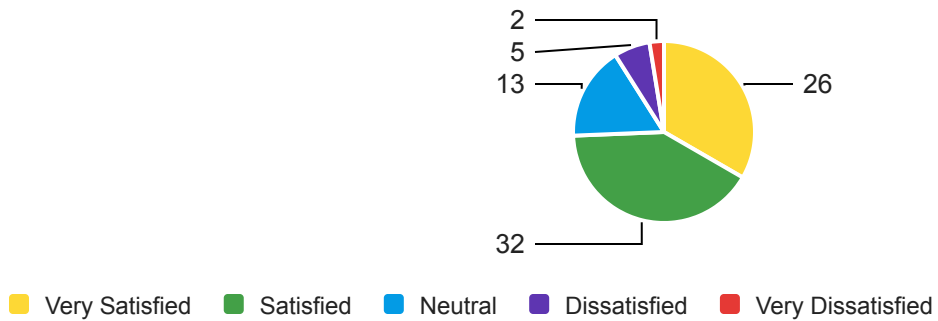
Adaptive Needs Services



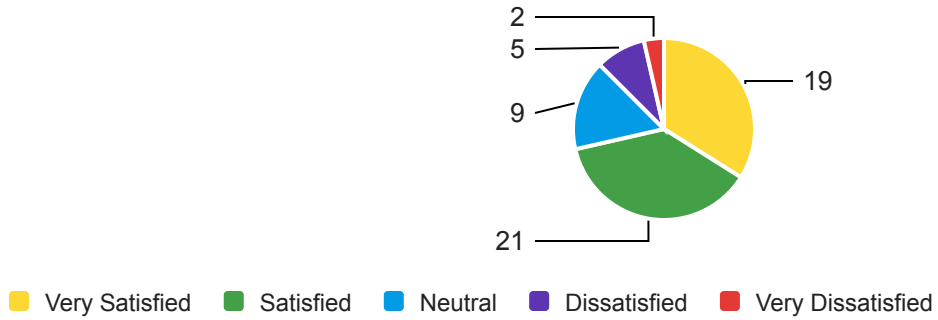
Student Support Services (SSS)



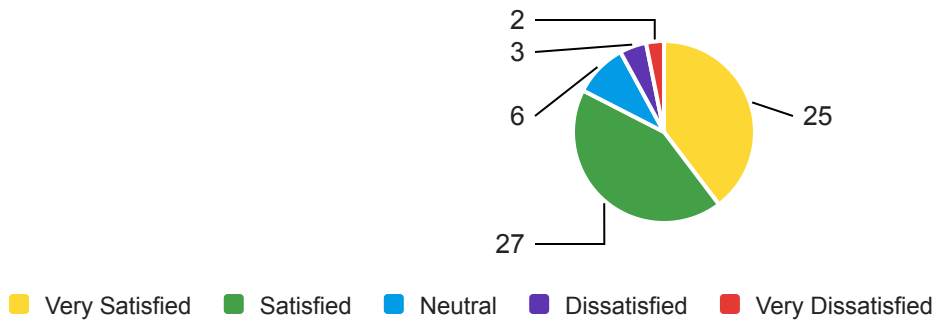
Career Services



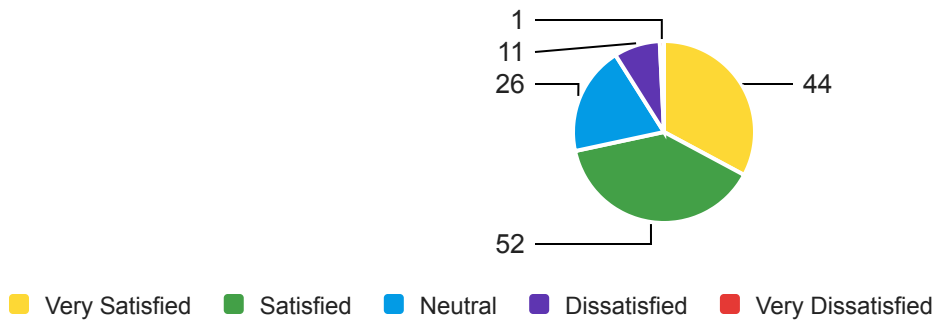
Placement Service



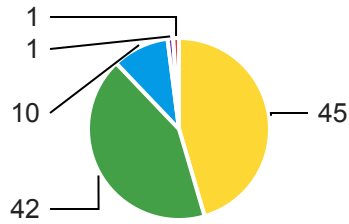
Counseling Services



Bookstore Services

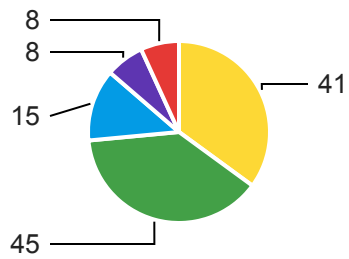


Safety and Security Services



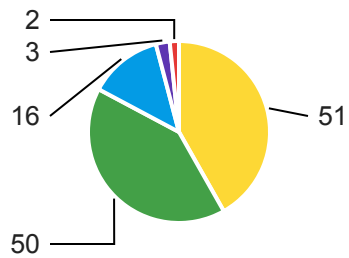
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Parking facilities



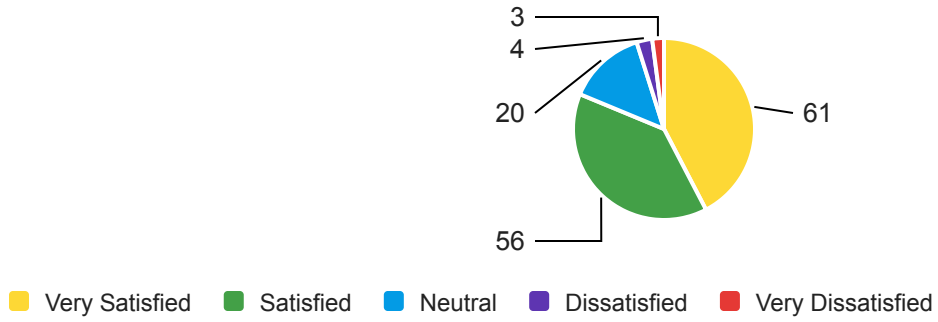
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

University Media (website, newsletters, radio, TV, etc)

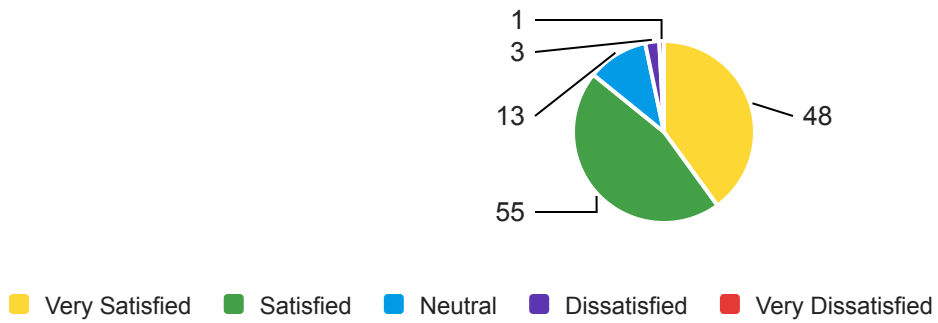


Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

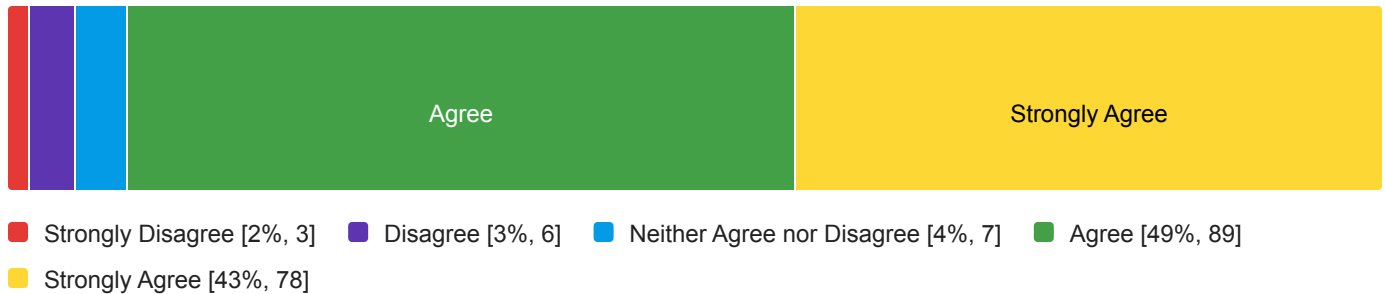
Blackboard System



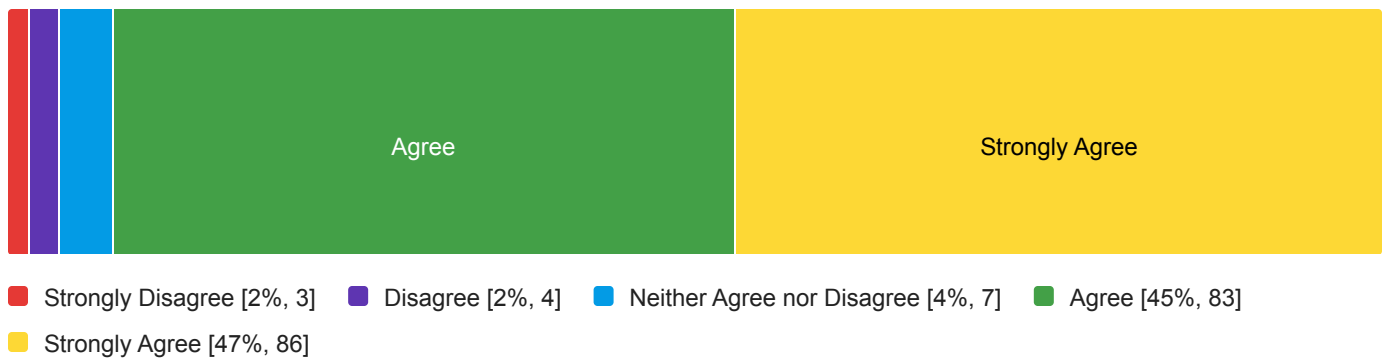
Educational Technology Services



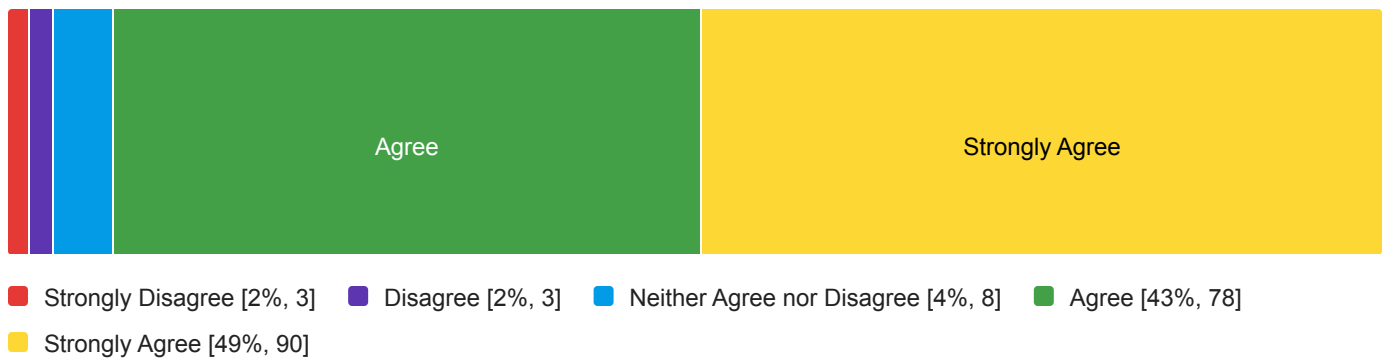
Please provide your opinion about the following statements - The goals, objectives, and requirements for my academic program were clearly defined.



My academic program was intellectually challenging and stimulating.



Courses in my curriculum contributed to the skills and knowledge required in my field.

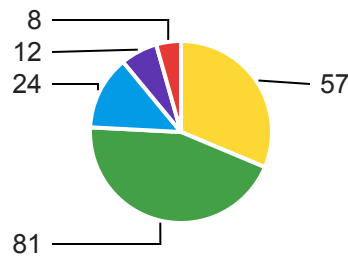


Courses were offered frequently enough for timely completion of my degree program.



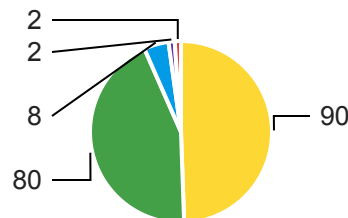
Strongly Disagree [4%, 7] Disagree [7%, 13] Neither Agree nor Disagree [7%, 12] Agree [42%, 77]
Strongly Agree [40%, 73]

The intellectual caliber of students in my academic program was high.



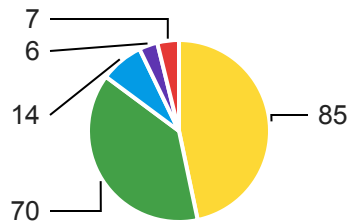
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

The degree program in which I enrolled is valuable for me in my employment.



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Troy University faculty care about students as individuals.



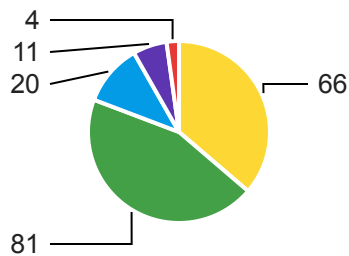
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Troy University faculty were helpful with my career plan.



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Troy University is responsive to the needs of its students.



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

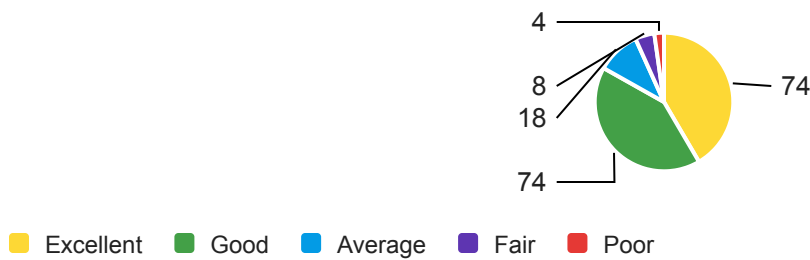
The tuition and fees I paid at Troy University were a worthwhile investment.



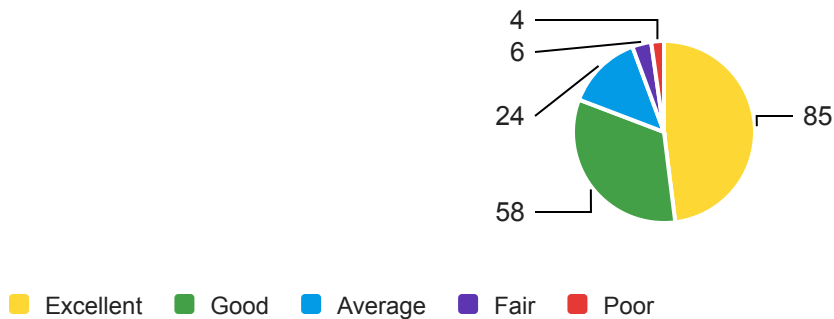
Strongly Disagree [3%, 5] Disagree [6%, 11] Neither Agree nor Disagree [14%, 26] Agree [42%, 76]
Strongly Agree [36%, 65]

Please provide your overall ratings of Troy University -

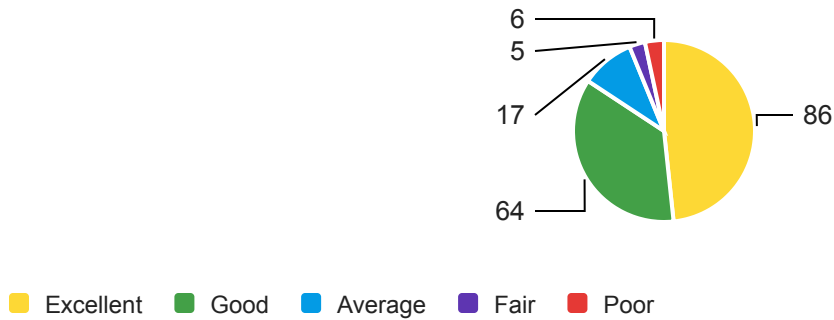
How would you rate Troy University's preparation of you for employment?



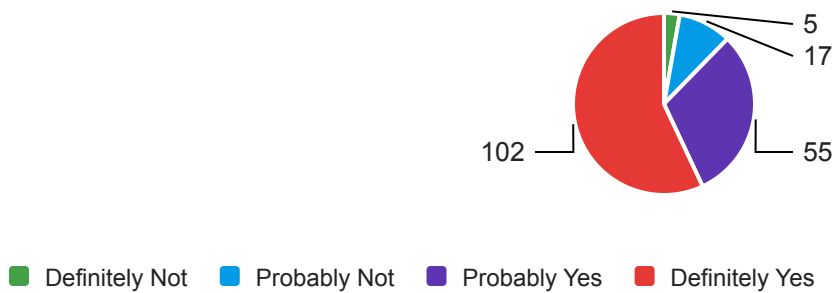
How would you rate Troy University's preparation of you for further education?



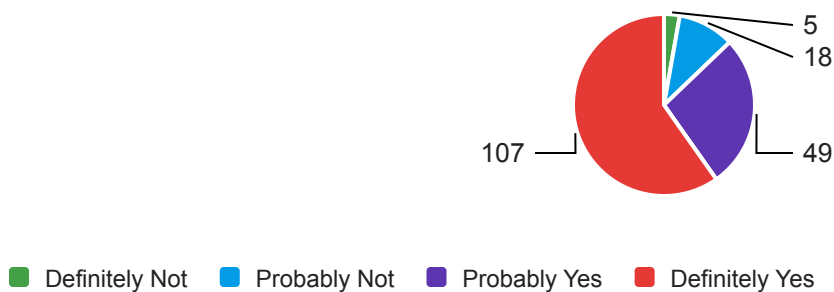
What is your overall rating of your college experiences at TROY?



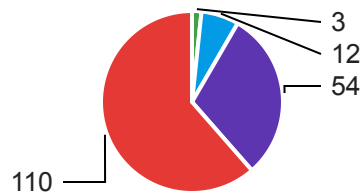
If you were starting graduate school over, would you enroll in the same program?



If you could start graduate school over, would you attend Troy University again?

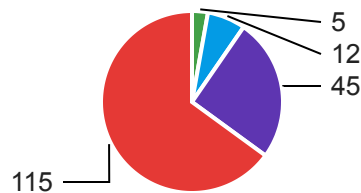


Would you recommend your academic program to other students?



■ Definitely Not
 ■ Probably Not
 ■ Probably Yes
 ■ Definitely Yes

Would you recommend Troy University to someone planning to go to college?



■ Definitely Not
 ■ Probably Not
 ■ Probably Yes
 ■ Definitely Yes

Please type any additional comments you have regarding Troy University below:

Please type any additional comments you have regarding Troy University below:

The local professors in Tampa really have a passion for the field and for helping not only the students to succeed but helping prepare students for the betterment of the field. The professors helped enhance the experience by going above and beyond and by helping me to connect with potential employers.

I will say that trying to work full-time and taking two classes per 9-week term is nearly impossible for me. I love the work, but in that scenario, it's just too much. I had to lower my work hours or only take one class per term.

Concerning graduation for locations outside of Alabama there should be commencement celebrations in our towns even if to combine with a local city. It doesn't seem fair or economical to have to travel to Alabama, a campus we have never had to visit, to attend commencement with students we don't also know and haven't traveled through cohort with.

2019 Graduate Student Survey Report

38

For the most part I have had a positive experience at Troy. My advisors, both local and at Troy have been very responsive to my needs. The VA Representative at Troy has been top notch! Our local registrar at Ft Walton Beach (Ms. Cindy P) is hands down the most instrumental person to our success. My only issues are registering for classes for the Military Community Counseling Certification was frustrating because they were not offered on a regular basis or cancelled due to low participation; I had hoped to join the National Honor Societies of Chi Sigma Pi and Salute, however the contact information was never correct on the Troy website, very disappointing.

MSIR program is excellent. The students seem to be on the same page. I took one class in another department and the students were unprofessional and divisive. It was a strong contrast to the MSIR students. Due to life circumstance it has taken me much longer that I would have liked to finish. Troy University was able to work with my challenges and every year the program continues to get better. They really care about student success. Troy has a special place in my heart.

It has always been my goal to graduate from Troy University. I enrolled in 1976 then Troy State University and in between time went in other directions and had a lot of birthdays. I am so happy to finally graduate from Troy with this Master. Thanks for helping me to make a dream come true.

I am grateful for the Pensacola Campus, the face to face classes helped me to achieve my goals for Master in Counseling. The staff there is wonderful to work with and instructors are knowledgeable and very helpful.

As an online student, I sometimes felt like an island particularly when it came to registration, graduation procedures, and scheduling my comprehensive exam. I would register for courses at supposedly the exact time it opened, but most classes would already be full. I still don't understand how that happened. When trying to figure out when to graduate and take my comprehensive exam, I had to email three or four different people (Academic Services Associate, Academic Advisor, etc.) just to finally get to the person I actually needed to speak to. Why wasn't that information already available or made clear? Additionally, I had to schedule a proctor for my comprehensive exam which was a bit difficult to do on my own since I wasn't sure how it worked, but when I was emailing with Barbara Sanders (the "Graduate Testing Coordinator") I wasn't given much direction even though I had assumed she would be the person with all the answers given her job title. She was most helpful after I had already scheduled the exam, but I needed more support beforehand.

There were too many unexpected fees in the beginning of the FNP program.
There was no flexibility for our quiz and test dates/times.

Troy University has been great to me. I completed my undergraduate and now graduate programs here. In particular, I wanted to take this opportunity to commend the Pensacola campus for their excellence. I have been blown away by the caliber of professors and staff at the Pensacola campus. Being at that campus was vastly different from Dothan and Main Campus. Each professor took the time to get to know me and help me on my journey to become a licensed clinician. When I recommend Troy University to others it is specifically for the program at the Pensacola Campus. My experience in Dothan was sub-par and on main campus it was moderately favorable to Dothan. I wish that Pensacola would receive more recognition as they strive for excellence and carry the Troy University name proudly.

2019 Graduate Student Survey Report

39

The only complaint/area for improvement I see is with the online program. Through the entire program I only had an actual conversation with one of my professors. While there is necessarily less interaction between students and professors in an online curriculum, this lack of personal relationship building struck me as odd. How are we to seek recommendations from professors we have never spoken to before? Other than this, I thoroughly enjoyed my time at Troy and am leaving a more thoughtful and educated person than I was when I started.

I TRULY loved my school experience at Troy. The instructors were absolutely great..... They always checked on me to make sure I was on track, and if I had any questions. Troy is the best school for adults like me who decide to go back to school later. I truly loved it.

Tabatha Fields

Excellent

I have had an amazing experience at the Troy Pensacola campus. They have some of the most knowledgeable professors I have ever learned from, and i feel grateful for this experience.

Excellent instructors and great administrative staff!

Overall, my experience at Troy University was very stimulating. I really learned several new things and have nothing but the upmost respect and praise for Troy Professors (Dr. Cliff Sherrill and Dr. Joel Campbell). However, I feel that the support staff lacks the logistical support/ know-how, in terms of being in the position to readily assist the student's needs/request. Furthermore, after taking 6 years to finally complete my Master's Program I was told that it was decided that the school will not be conducting a commencement, due to low graduation numbers. I understand the reasoning, as it's justifiable. On the other hand, my feeling is bittersweet, because I ordered my cap and gown, but won't be able to even take a photo with my professor in it. The point that I'm trying to make is that the way that things are handle here in Okinawa tend to be forgotten , due to lack of oversight. As a result I feel that Troy is perceived as an institution that only focuses on making revenue instead of creating a memorable experience for it's students who have devoted so much into the program. My solution is to provide more money to support these efforts and get buy-in from the professors who actually teach the course and know what the students want/need. Lastly, I believe that both Dr. Campbell and Sherrill deserve to be recognized for being such outstanding professionals who genuinely care about the students and the program.

I have taken online courses at two universities (Troy is one of the two) and of the two, I greatly preferred the other. Troy faculty of online courses could care less about actually teaching. They were largely absent and presented a 'read and turn in papers' approach, with no actual teaching or teacher involvement. Additionally, the grading was a complete joke. Twice, I received other students papers with grades returned to me by accident (maybe this alone says something about the caliber of teachers...) and one student's paper on a 12-15 page assignment was literally a 2.5 page paper and he received a B+. I consider myself an above average student, but the trend for virtually all classes was poor grades in the beginning of the term and near perfect grades at the end of the term, while the quality of the product did not change (this went for the entire class, not just me). I feel that I learned a lot from my degree, but it was due to my own desire to learn rather than any offering of Troy University or its teachers unfortunately.

I think the clinical mental health program has improved in the last year with the addition of Dr. Booker. This program has practically no support from the mental health community making practicum and internship completion difficult. Some of the advisers are difficult to work with and many of the professors have been poorly prepared for class, leaving me with the opinion that my hard earned money is wasted. This has improved. The university needs to take action in providing more resources to help students pass the CPCE.

I have truly appreciated my time here at Troy University. Thank you.

These answers are more so personal answers and things that happened in my time at Troy as opposed to the University itself.

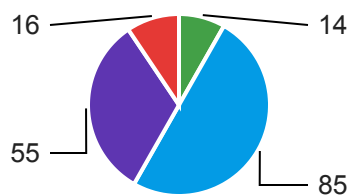
There is no information available on the Troy website to compare degree programs for graduate students. A student has to meet with someone in person to find out which credits earned can be applied to a change of major. There should be a web express program available like the one available for undergrads.

What are your plans upon graduation?



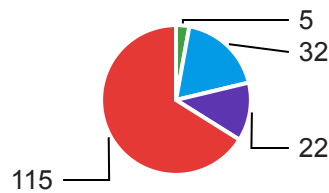
- Serve in the Military [2%, 3]
- Continue my education as a full-time student in a Graduate or Professional school [5%, 9]
- Take time off from school and work for personal reasons [5%, 9]
- Continue working at current job [37%, 64]
- Seek full-time employment [41%, 72]
- Seek part-time employment [1%, 2]
- Continue my education and work part-time or full-time [9%, 15]

Will you be continuing your education through Troy University?



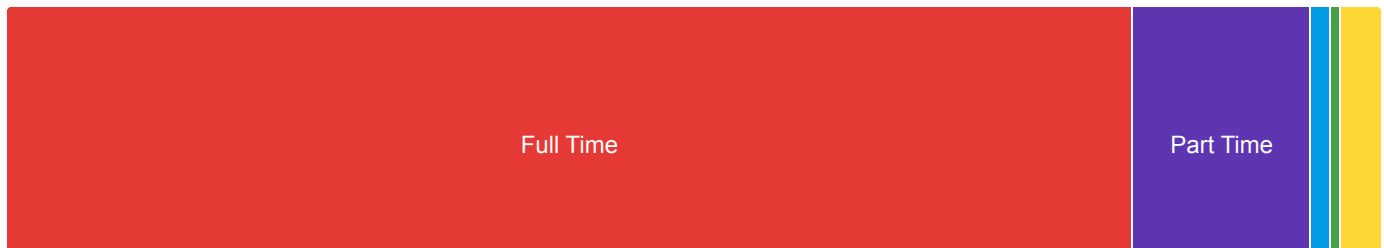
- I have not applied to a graduate program at this time
- No
- Maybe
- Yes

Are you currently employed?



- I am not currently employed but I have accepted a job offer
- No
- I am currently employed but my job status will change upon graduation
- Yes

Please select your current employment status:



- Full Time [82%, 114]
- Part Time [13%, 18]
- Temporary or Contract [1%, 2]
- Work Study [1%, 1]
- Graduate Assistantship [3%, 4]

Would you classify your current or future (accepted job offer) employment as being in your field of study?



- Somewhat - I am employed in a field that uses skills I learned from my academic ...
- No, I am employed in a field that is unrelated to my academic degree.
- Yes, My employment is in my field of study.